

# Army Knowledge Online

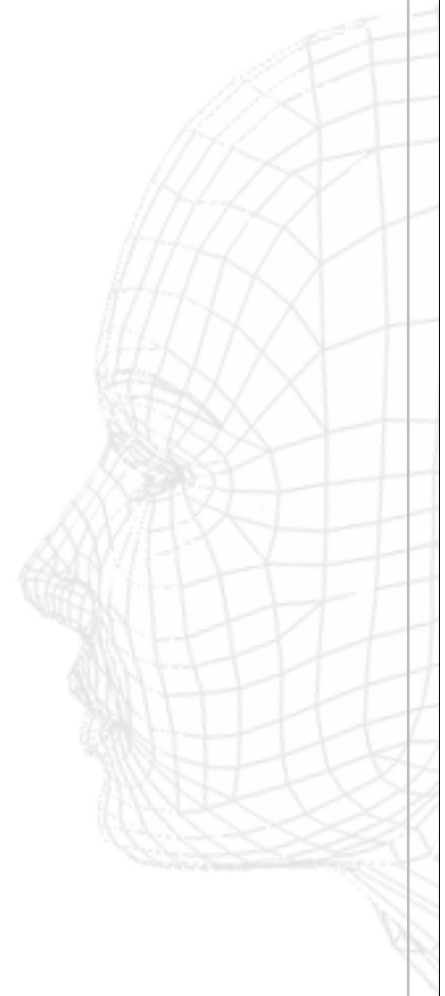
**Executive Briefing**  
**16 November 2001**  
(updated 4 Jan 2004)



**ARMY  
KNOWLEDGE  
MANAGEMENT...**  
*Share Your Knowledge*

# Outline

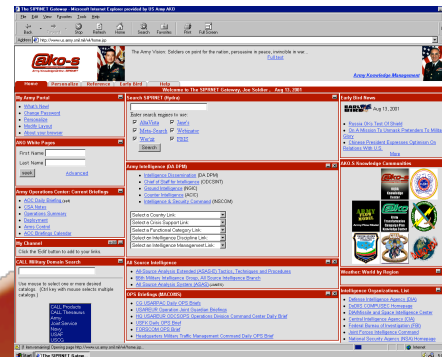
- Army on the Web
  - Army Home Page (AHP)
  - Army Knowledge Online (AKO)
  - Army Knowledge Online – SIPRNET (AKO-S)
- AKO Future
- AKO Strategy
  - Concepts
  - Vision
  - Challenges
- Portal
  - Functions
  - Personalization
  - Architecture
  - Future



# AKO

## Spectrum of Operations

### AKO on the SIPRNet



- Highly restricted access
- Content is Secret and below

### AKO on the NIPRNet



- Restricted access
- The Official Army Private Web Presence
- Content is sensitive (Unclassified)
- Portal to other Army private sites

### The Army Home Page



- Unrestricted access
- The Official Army Public Web Presence
- Content is Public
- Average 491,167 daily page requests, 2,917,808 daily hits

*Covering The  
Range Of  
Knowledge from  
**Public** to **Secret**  
Information*



# The Army Home Page

## Telling The Army Story

Public Messages from Sr. Army Leadership

Search for Organizations and Documents

News & Information

Daily Photos from the Field

Public Army Website Hosting

Special Features



# AKO

## Gateway to Army Knowledge

Powerful Tools

User-customizable

Knowledge Centers

User Polling

Personalized Information

Army Wide Announcements

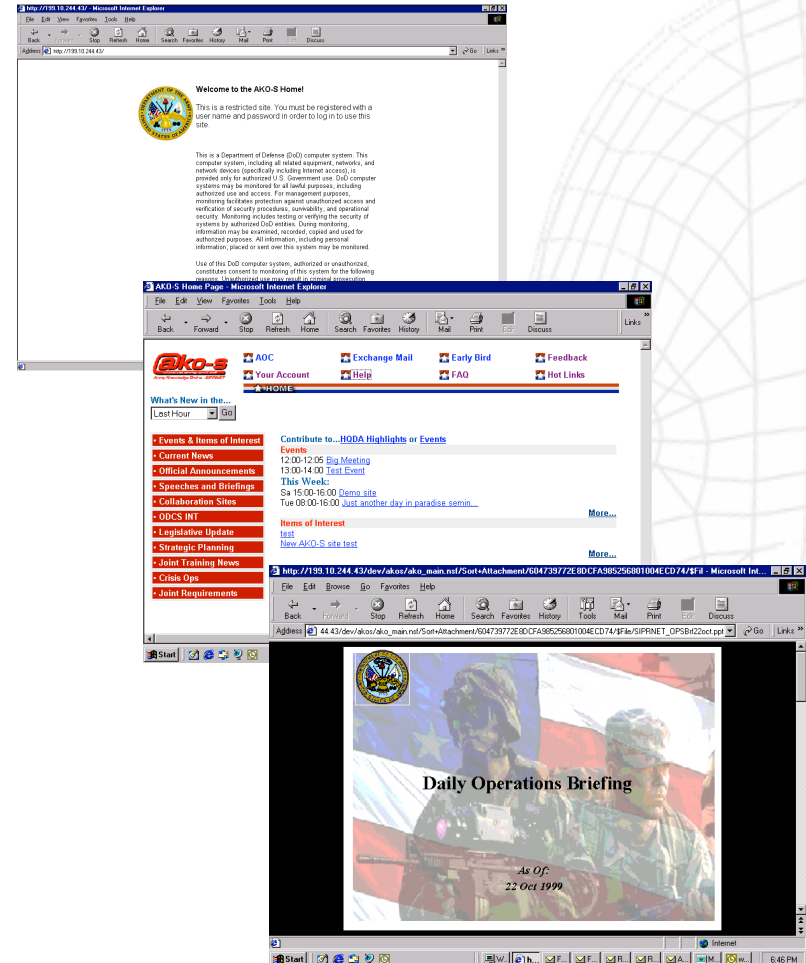
The Portal allows soldiers and DA civilians to quickly find and receive the latest knowledge on subjects of their choosing. Portal users gain quick access to Army installation and travel information, training links, the latest Army news, and other knowledge centers across the Army.

Unclassified



# AKO-S (Secret and Below) Army Staff Coordination

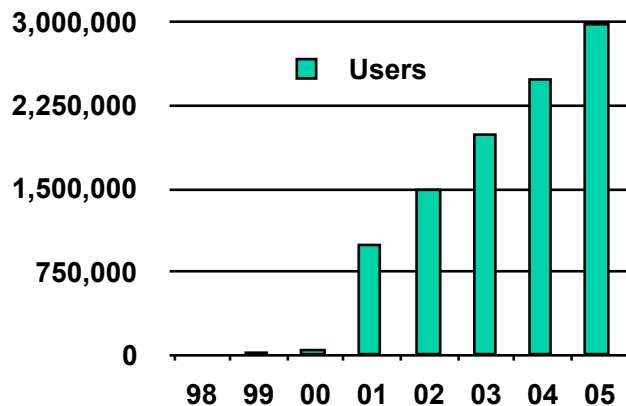
- Warfighter
  - Daily Operations Brief
  - Daily Operations Notes
- Intelligence
  - Intelligence summaries and policies
- Logistics
  - DCSLOG Hot Topics
  - Current Army Logistics Operations Update
- Executive Actions
  - Executive Summaries
  - Accident Reports
  - GSC notes (restricted)
  - Reports, Taskings and Events
- Knowledge Centers
  - Joint Requirements
  - Army Transformation
  - Integration with Joint Community



Unclassified Demo screen shots

# AKO - Future

## Scalability



Over Two Million  
Soldiers, Civilians,  
National Guard,  
Army Reserve and  
Retirees Online  
by FY2004

Unclassified



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## Capability

**NOW**

- ✦ Standardized, secure email address; valid for entire length of service
- ✦ Powerful .mil-focused search engines
- ✦ AKO personnel locator
- ✦ Hosting over 40 Army Web sites
- ✦ HQDA analysis and collaboration tools
- ✦ Gateway to over 30 DoD knowledge centers
- ✦ Secure Army Instant Messaging

**FUTURE**

- ✦ Army-wide personnel locator
- ✦ Army wide authentication for Web Systems
- ✦ HQDA as a knowledge-based organization
- ✦ Streamlined Army-wide processes
- ✦ Faster/easier access to enterprise data
- ✦ Army-wide analysis and collaboration tools
- ✦ Additional Knowledge Centers (Contracting, Logistics, Personnel, US Army Reserve, Army National Guard)
- ✦ Logon with Army Common Access Card

# Key AKO Concepts

- Incorporate Business Rules
  - Intellectual Property of the Army
  - Separate business logic and data
- The Right Information - to the Right People - at the Right Time
- Accessibility (24/7, geographic failover)
- Scalability (linear performance, users)
- Flexibility (extensible, adapt to the mission)
- Manageability (single interface, analysis)



# AKO Vision – The Individual Personalized Portal for All Army individuals

**Recruiting and retention statistics...**

**... Readiness ratings...**

**... and funding details, all at your fingertips**

**Arrange on-line meetings with CinCs in Korea and Germany**

**Get the latest news and events**

**File your travel voucher online**

**Check calendar and high-level emails through wireless devices**

**Core services provided for email, search, collaboration tools, authentication, directory services**

**Web-based, self-service processes provided by Army functionals and organizations**

**Unclassified**

**ARMY KNOWLEDGE MANAGEMENT... Share Your Knowledge**

**9**

# AKO's Immediate Challenges

- **Collaboration:** Web Email solution, and email discussion threads for various knowledge communities (function groups like Acquisition, Personnel, PEO C3S, etc.)
- How do we "personalize" all this information, applications, etc., that we have collected in order to turn it into knowledge? Without writing code, from scratch, to do this?

# Army Portal Functionality



## Central Gateway to Army Knowledge Centers

- Single point of entry to all Army knowledge Centers
- Accessible from any Internet connection
- User customizable and configurable
- Future: single sign-on with Army Common Access Card

## Web-based AKO email

- Standardized, encrypted email capability for all soldiers and DA civilians
- Valid for entire length of service, wherever individual is assigned
- Soldiers and DA civilians can easily stay in touch with each other and the Army

## AKO Search

- Focused exclusively on the .mil domain
- Powerful -- currently indexes over 630,000 documents
- Includes over 2.3 million URLs
- Can automatically sort documents by relevance or by date

## The Army White Pages

- Army-wide locator service
- Instantly locate anyone with an AKO account.
- Find email address, rank / grade, organization, office phone number and mailing address.
- The Army stays connected despite frequent deployments and high unit-level personnel turnovers.



Unclassified



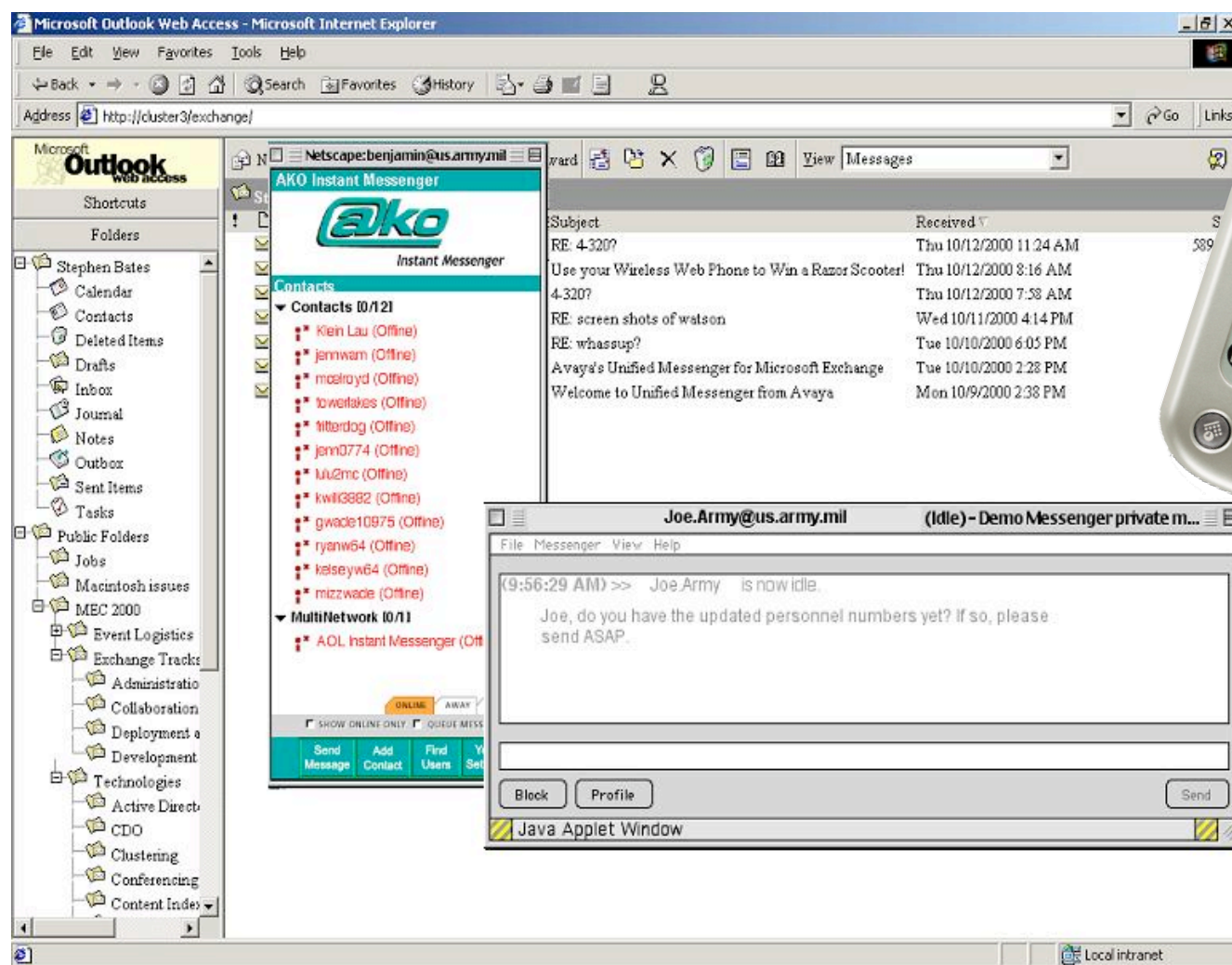
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# Personalization is the Key

- Personalization is the key to giving AKO the "stickiness" it needs to become the Army's Enterprise Portal
  - Expands AKO from KM to the Army's self-service center and applications provider
  - Provides for the soldier, their families...by Day and by Night
- Personalization increases
  - Site loyalty
  - Builds trust among functional and Knowledge communities
  - Reduces customer churn
  - Streamlines the purchase process with *personalized product/information recommendations*,
  - Increases the likelihood that the customer will “like the recommendations”
  - Use of service and improves site navigation based on visitor interests and profiles



# Full Featured “Webmail”, Secure POP & IMAP, Wireless Access, Instant Messaging

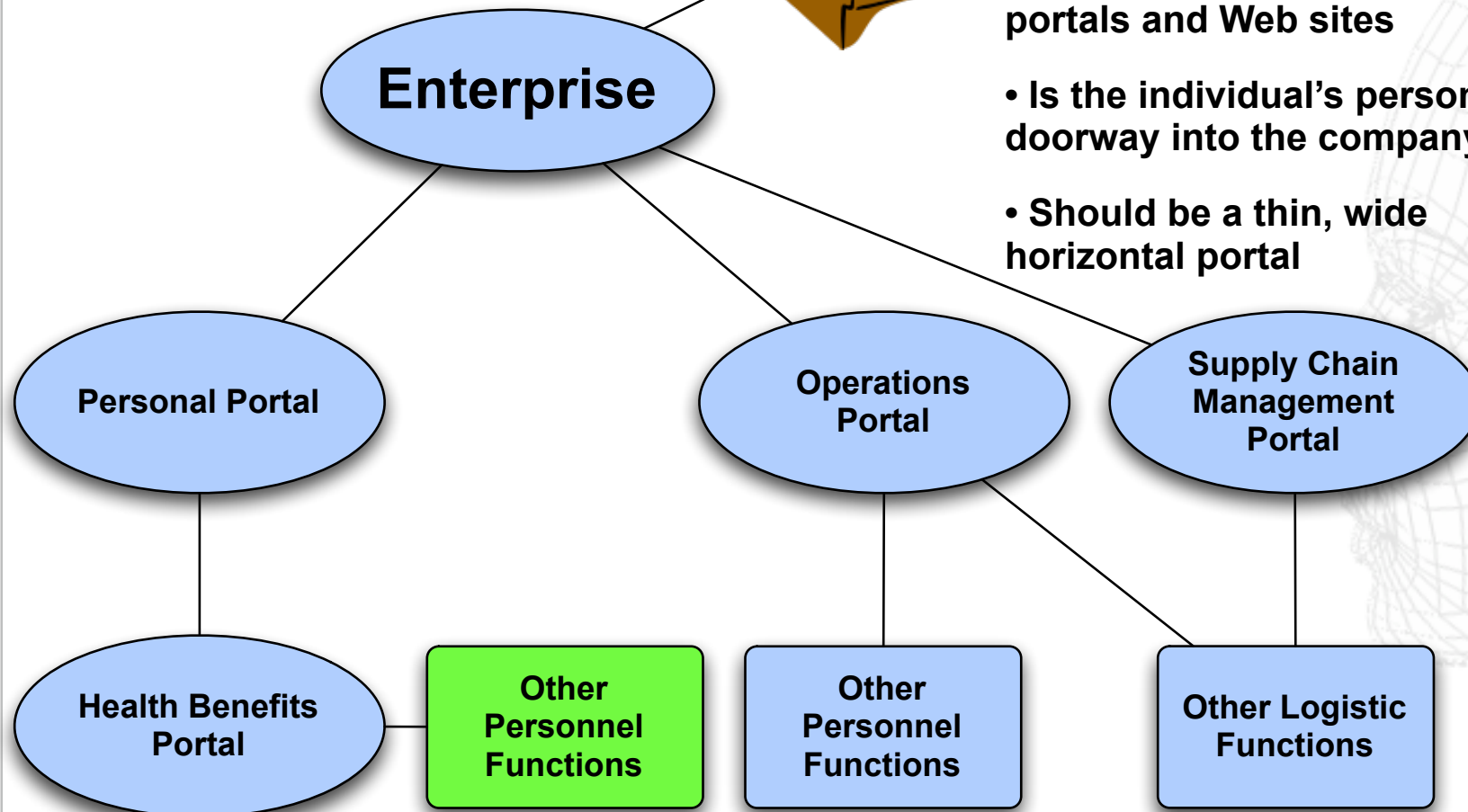


Check calendar and high-level emails through wireless devices

# The Corporate Enterprise Portal



- A portal that acts as the single top-level interface over all other portals and Web sites
- Is the individual's personalized doorway into the company
- Should be a thin, wide horizontal portal



# AKO Portal and Webmail

The screenshot shows the Microsoft Outlook application window with the 'Inbox - Microsoft Outlook' title bar. The address bar displays 'outlook:Inbox'. The left sidebar shows the 'Folder List' with various folders like 'Outlook Today', 'Calendar', 'Contacts', 'Deleted Items (3)', 'Drafts (4)', 'Inbox (5)', and 'Public Folders'. The main content area displays the 'ako Armynet' portal. The portal has a green header with the 'ako Armynet' logo and a welcome message: 'Welcome Eric Shinseki Monday January 29, 2001'. Below the header is a navigation bar with tabs: 'PER', 'INT', 'LOG', and 'MDW'. The 'INT' tab is selected, showing a circular navigation menu with links: 'Military Personnel', 'Civilian Personnel', 'What's New?', 'FAQs', 'Units', 'Guard & Reserve', 'MyWeb Space', 'Ask the Chief', 'Retiree Information', and 'Army Homepage'. The central content area features a large image of soldiers and text about the Army's transformation to Initial Brigade Combat Teams. The right sidebar contains a 'Washington, DC' weather widget, 'News Streams', 'Online Services', 'Common Activities', and 'Professional Development' sections.

Unclassified



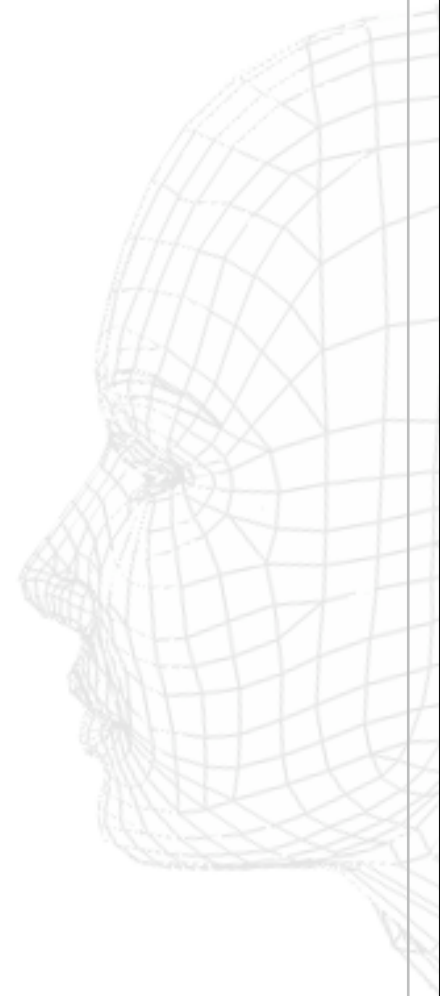
# Portal Future

- Portal products were in their infancy in 1999.
- Portal products have matured adequately to allow enterprises to shift from a tactical to strategic investment strategy.
- The portal product market is extremely overcrowded and due for a shakeout.
- Enterprise portals will continue to be implemented in big numbers by large enterprises. AKO is the enterprise portal for the Army.



# Conclusion

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# Points of Contact

The public AKO site at <http://www.Army.mil/AKO> contains a 'Contact Us' page which can be used to send messages to the AKO management including:

- Army Knowledge Online (NIPRNet & SIPRNet)
- Army Home Page
- Army Flow Model
- Network Engineering

the direct link to the contact page is  
<http://www.Army.mil/AKO/ContactForm/>